

2008-27-C

190331

**From:** Flatelinc@aol.com [mailto:Flatelinc@aol.com]  
**Sent:** Tuesday, January 22, 2008 2:14 PM  
**To:** Michelle.Bright@windstream.com; Tana.Henson@windstream.com;  
wci.scsc.lspac@windstream.com; Kyla.K.Grant@windstream.com; Sheryl.Holt@windstream.com  
**Cc:** Boyd, Jocelyn; Butler, David; ASolar@Flatel.com  
**Subject:** Windstream Orders

Ms. Boyd:

FLATEL has found it necessary to file a complaint with the Public Service Commission against WindStream regarding the time frame in which it takes WindStream to respond or to complete an order.

We have found in many cases where it has taken longer than usual for WindStream to process a Customers order. Because of the time frame, these orders will inevitably result in disconnection or cancellation.

I am attaching for your review, some examples of email correspondence between the companies. Note and Case example: PON 0109NGK

This order involved a Customer whose service was active and who contacted FLATEL to switch their telephone service. FLATEL made every attempt to switch the Customers service while it was still active. The process took so long that the Customers service was interrupted leaving that Customer with NO Service and the Customer ended up canceling the order all together. This process took 12 days and FLATEL still received no answer or attempts from WindStream to correct this matter.

This same thing has happened in the past with other orders which I will gladly make available upon request. If there are any questions or concerns regarding this matter, please contact me at the corporate address provided.

Regards,  
**Mr. Abby Matari**  
CEO / Corporate Development  
**FLATEL, Inc.**  
Florida Telephone Co.  
Telephone USA  
2300 Palm Beach Lakes Blvd.  
Executive Center Suite 100  
West Palm Beach, FL 33409  
E [AMatari@Flatel.com](mailto:AMatari@Flatel.com)  
P 561-688-2525 x 102  
F 561-688-7334  
W [www.Flatel.com](http://www.Flatel.com)

Subj: **PONS delayed...**  
Date: 12/31/2007 7:57:54 A.M. Pacific Standard Time  
From: FLATEL  
To: wci.scsc.lspac@windstream.com, Sheryl.Holt@windstream.com

This PON: 51060 was sent on 24th  
This PON: rose7791 was sent on 22nd

If you have questions or concerns regarding this email, please contact our office at the information provided below.

Best Regards,  
*Ms. Adri Solar*  
CFO / Chief Financial Officer  
**FLATEL**, Inc.  
Florida Telephone Co.  
Telephone USA  
2300 Palm Beach Lakes Blvd.  
Executive Center Suite 100  
West Palm Beach, FL 33409  
E ASolar@Flatel.com  
P 561-688-2525 x 104  
F 561-688-7334  
**www.Flatel.com**

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See AOL's top rated recipes and easy ways to stay in shape for winter.

Subj: **Fwd: PONS delayed...**  
Date: 12/31/2007 8:31:42 A.M. Pacific Standard Time  
From: FLATEL  
To: ylopez@flatel.net

If you have questions or concerns regarding this email, please contact our office at the information provided below.

Best Regards,  
*Ms. Adri Solar*  
CFO / Chief Financial Officer  
**FLATEL, Inc.**  
Florida Telephone Co.  
Telephone USA  
2300 Palm Beach Lakes Blvd.  
Executive Center Suite 100  
West Palm Beach, FL 33409  
E ASolar@Flatel.com  
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See AOL's top rated recipes and easy ways to stay in shape for winter.

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**Forwarded Message:**

Subj: **RE: PONS delayed...**  
Date: 12/31/2007 8:23:31 A.M. Pacific Standard Time  
From: WCI.SCSC.LSPAC@windstream.com  
To: FLATEL@aol.com  
*Sent from the Internet (Details)*

I do apologize on the delays on the Pon's getting worked. We are working first in first out. We will get to them as soon as we can.

Thanks  
Lauren Moore  
Windstream LSPAC Analyst  
870-743-5340

-----Original Message-----

**From:** FLATEL@aol.com [mailto:FLATEL@aol.com]  
**Sent:** Monday, December 31, 2007 9:58 AM  
**To:** WCI SCSC LSPAC; Holt, Sheryl  
**Subject:** PONS delayed...

This PON: 51060 was sent on 24th

Data: " 01-16-2008 10:48:45 AM EST FLAT\_BRANDS details  
Status change: SUBMITTED 01-16-2008 10:48:52 AM EST FLAT\_BRANDS  
If you have questions or concerns regarding this email, please contact our  
office at the information provided below.

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Best Regards,  
Mrs. Yanet Lopez  
FLATEL, Inc.  
2300 Palm Beach Lakes Blvd.  
Executive Center Suite 100  
West Palm Beach, FL 33409  
E ylopez@Flatel.net  
P 561-688-2525 x 112  
F 561-688-7334  
www.Flatel.net

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refrain from any disclosure, copying, distribution or use of this  
information and note that such actions are prohibited. If you have received  
this transmission in error, please notify by email ylopez@Flatel.net.

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Start the year off right. Easy ways to stay in shape in the new year.

Subj: **Fwd: windstream order since 01/09/2008 still pending**  
Date: 1/18/2008 11:17:37 A.M. Pacific Standard Time  
From: FLATEL  
To: Kyla.K.Grant@windstream.com

PONS 51263 and 512561 No answer for days...

If you have questions or concerns regarding this email, please contact our office at the information provided below.

Best Regards,  
*Ms. Adri Solar*  
CFO / Chief Financial Officer  
**FLATEL**, Inc.  
Florida Telephone Co.  
Telephone USA  
2300 Palm Beach Lakes Blvd.  
Executive Center Suite 100  
West Palm Beach, FL 33409  
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From: ylopez@flatel.net  
To: asolar@flatel.com  
Sent: 1/18/2008 11:14:53 A.M. Pacific Standard Time  
Subj: windstream order since 01/09/2008 still pending

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**VERSION 0 View**

Status change: INITIAL 01-09-2008 01:29:51 PM EST FLAT\_BRANDS  
Status change: SUBMITTED 01-09-2008 01:41:02 PM EST FLAT\_BRANDS  
Status change: IN-REVIEW 01-12-2008 07:33:22 AM EST e0059828  
Data: " 01-12-2008 07:43:43 AM EST e0059828 details  
Status change: REJECTED 01-12-2008 07:43:43 AM EST e0059828

**VERSION 1 View**

Status change: SUPP 01-12-2008 11:34:48 AM EST FLAT\_BRANDS  
Data: " 01-12-2008 11:35:38 AM EST FLAT\_BRANDS details  
Data: " 01-12-2008 11:36:04 AM EST FLAT\_BRANDS details  
Status change: SUBMITTED 01-12-2008 11:36:04 AM EST FLAT\_BRANDS  
Status change: IN-REVIEW 01-16-2008 10:27:12 AM EST e0114086  
Data: " 01-16-2008 10:31:02 AM EST e0114086 details  
Status change: REJECTED 01-16-2008 10:31:02 AM EST e0114086

**VERSION 2 View**

Status change: SUPP 01-16-2008 10:43:46 AM EST FLAT\_BRANDS  
Data: " 01-16-2008 10:44:07 AM EST FLAT\_BRANDS details

Tuesday, January 22, 2008 America Online

This PON: rose7791 was sent on 22nd

If you have questions or concerns regarding this email, please contact our office at the information provided below.

Best Regards,  
*Ms. Adri Solar*  
CFO / Chief Financial Officer  
**FLATEL**, Inc.  
Florida Telephone Co.  
Telephone USA  
2300 Palm Beach Lakes Blvd.  
Executive Center Suite 100  
West Palm Beach, FL 33409  
E ASolar@Flatel.com  
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